



## **How You Can Prepare For Your Professional Carpet Cleaning Service.**

Thank you for trusting Oxy Green with your carpet cleaning project. Our goal is to provide you with the most outstanding service experience ever. Good preparation on your part allows more time toward cleaning and helps everything to go smoothly during the job.

Here are some helpful suggestions for your preparation that will help both of us...

Please **pin up any full length draperies** so they will be at least 6 inches off the floor. Also, pin up any skirts on upholstered furniture which may be touching the carpeting.

Please **let me know about any particular spots or stains**. We will do a pre-inspection walk thru and this is a good time to identify those concerns. It will assist us in determining if any special techniques are needed. Please be aware that some spots may require special techniques and may be reason for a higher charge for that spot(s).

For your pet's peace of mind (and ours!) please put them in a safe, quiet place where our cleaning won't disturb them.

For safety sake, be sure to keep an extra close eye on your curios little ones.

Please **make room in your driveway for our vehicle**. We will have equipment and supplies to bring into your home. We will provide special cloths to place on your floor to prevent any chemicals from accidently spilling. Please try to make this as close to the door we will use as possible. Remember, if you must leave to go somewhere, place your vehicle where you can get at it easily.

Please advise us about any special requirements to follow when moving your fragile furniture: weak legs, loose tops, etc.

### **Walking on damp carpeting**

If possible, avoid walking on damp carpeting. If this is not possible, use inside shoes (slippers) to walk on it. You may also walk on the carpet with clean white socks. If you must go in and out over the damp carpet, wipe your shoes thoroughly with a wet cloth each time before walking on the carpeting. Dirt will track off on damp carpet very easily.

When you schedule your cleaning you should receive an arrival time window. We make every effort to keep our appointments, however on occasion we may have to adjust our schedule. We will not rush through one job to arrive on time to the following job. By being prepared you can help us to maintain our schedule. If for some reason we have to adjust our schedule we will give you a courtesy call to let you know. Likewise, if for some reason you must change or reschedule your appointment or adjust the cleaning order, please give us as much notice as possible.

**Protect your investment** We recommend protecting your carpets and upholstery investments with Scotchgard after cleaning. We will be happy to provide you with additional information about the benefits Scotchgarding provides.

### **Furniture Moving Helpful Suggestions**

**Remove all breakable items (pictures, vases, lamps, etc) from furniture which will have to be temporarily moved from its regular location.**

Any small pieces, such as dining room chairs, magazine racks, floor plants, etc. that you can remove from the carpet to be cleaned will shorten processing time and return the carpet to normal use sooner. China cabinets, sectional sofas, pianos, entertainment centers, antique and fragile furniture **will not** be moved by us for safety reasons. However carpeting underneath such items can be hand cleaned where sufficient room is available, or we can edge right around the base.

**Do not replace furniture or area rugs in cleaned area for 1 - 2 hours or until carpet feels dry.** Using a fan on the carpeting will help it to dry faster if it is damp.

**It is important that an agreement about what we will move is put in place before cleaning is started.** If we both understand each other's expectation, it should make for an easy and pleasant cleaning experience for both of us.

We believe anything that has a high value should remain under the control of the homeowner. So please do not ask us to move any electronics, breakables, irreplaceable, fragile or easily damaged items, or anything you cannot have easily replaced.

**If you request the items be moved, we will ask for a written release of liability to our company.**

Moving heavy furniture or equipment should be left to professional moving personnel, or the homeowner. What we consider reasonable to expect Oxy Green Carpet Cleaning is to move 6 to 10 pieces of furniture in a large room, and 3 - 5 pieces in a smaller room. Our goal is to clean every possible inch of carpet.

Our current pricing structure is associated with leaving the larger, heavier pieces in place for your cleaning.